

## SPS case study - Alliance Disposables



Alliance wanted a system that would work immediately and that would continue to meet their needs through a rapid growth phase. **SPS** was the solution. It was designed to allow greater customer responsiveness and overall business control.

**SPS** was built to map precisely the business processes undertaken in the making of a sale or purchase. The degree of success enjoyed by the business has been exceptional because basic processes have been carried out with extreme precision. Order taking, picking, dispatch and customer care are so much more efficient using **SPS**, and this has given Alliance a competitive advantage in the standard of customer service offered.

Even as Alliance grew rapidly, they were able to cope with an increased volume of orders without increasing staffing levels, thus making a significant saving on manpower costs.

The intuitive feel of **SPS** makes it easy for non-technical people to use the system, and for new starters to achieve proficiency. It is possible for anyone to field a customer enquiry and deliver an informed response.

Since **SPS** was first installed it has been significantly developed. A full e-commerce suite has been added and is fully integrated into the core system. Specific links, reports and functionality have been added to allow special features to be developed for individual customers and suppliers. This has helped Alliance deal with bigger players in their market and their increasing need for management information.

Alliance Disposables has grown spectacularly over the last 7 years and has been continuously supported throughout that time by Greystone and **SPS**.

For more information on Alliance you can view their website at <http://www.alliancedisposables.com/>



### The Customer:

Alliance Disposables Limited, Alliance House, Marshfield Bank, Crewe, Cheshire CW2 8UY.

### Core Business:

Alliance is an innovative distribution and wholesale supplier of a wide range of non-food and beverage products. Alliance's clients include hotels, health and leisure clubs, care homes, restaurants and catering units within the commercial and industrial sectors.